

Professional and Managerial Branch  
Personnel Administration Group  
Personnel Series

HUMAN RESOURCES DIRECTOR

07/02 (REB)

### *Summary*

Under administrative direction, as department head, manage coordination of City human resources functions through subordinate division managers; serve as Civil Service Commission Secretary.

### *Typical Duties*

Plan, develop, organize and integrate comprehensive classification and compensation, employee and labor relations, recruitment and examination, training and development, and computerized personnel and payroll administration. Involves: directing or conducting research of human resource management principles and trends, and studies to diagnose systemic organizational problems, independently or as requested by the Mayor or the Civil Service Commission; bench marking and assessing feasibility of emerging or remedial practices, and recommending and promulgating strategies to provide a qualified, competent workforce dedicated to the realization of the City's diverse governmental, operating and service missions.

Implement, integrate, direct and evaluate cooperative, timely and legally compliant provision of assigned services, including staff support for the Civil Service Commission, to all City departments. Involves: formulating, establishing and standardizing departmental long and short terms goals, and policies and procedures; generally overseeing preparation and execution of processes and programs such as, but not limited to, nondiscriminatory employment, selection testing, organization design, job evaluation, labor market surveys, merit based pay, performance appraisal, work related education, eligibility list and payroll certification, discipline and termination review, employee attendance, government mandated reporting, employee communication, and Commission meetings to ensure or enhance effectiveness and efficiency; Investigating and explaining personnel situations or issues and consequences or actions to official, employees, applicants and their representatives; and equitably rendering final administrative findings regarding appeals or grievances; enforcing City administration or Commission directives, and adherence to the Civil Service Charter, labor laws at all government levels, collective bargaining agreements and employment contracts in collaboration with the City Attorney; Representing the City as the City's principal human resources expert during state or federal regulatory hearings, court testimony, other legal actions, labor negotiations, arbitration meetings, and designated committee or board service.

Direct department administration. Involves: conducting cost-benefit, statistical or other analyses; reviewing staff proposals for solving problems associated with integration of processes with other City departments, other jurisdictions and regulatory agencies; overseeing operation of human resources information system software, including studying technological developments to augment interfaces with allied management information systems, accessibility of database in or by other networked departments as authorized, and personnel action tracking; reviewing suggestions for program improvements and staffing changes to prepare consolidated annual budget, and set organization performance measures; participating in capital improvement planning by recommending new and modified facilities and equipment; monitoring expenditures for which accountable by recording and analyzing purchase, personal services and other costs to ensure they are within appropriation limits or justify deviations from budget in accordance with established City financial policies and procedures.

Supervise supervisory and non-supervisory executive, professional/managerial and general services employees as assigned. Involves: determining and preparing work schedules, and expediting and balancing work flow; assigning duties, issuing written and oral instructions and checking work for exactness, neatness, and conformance to policies and procedures; guiding subordinates to overcome difficulties encountered in performing duties; reviewing performance appraisals by others, evaluating performance of direct reports, coaching, and arranging for or conducting training and development activities; enforcing personnel rules and regulations, standards of conduct, work attendance and safe working practices maintaining supervisor-subordinate harmony and resolving grievances; interviewing and hiring applicants; making staffing and job design changes and terminating employees.

Perform incidental related managerial and administrative duties contributing to the realization of City and department goals as required. Involves: substituting, as qualified, for peers or subordinates during temporary absences by carrying out specifically delegated functions to maintain continuity of normal operations and services; preparing and presenting special and recurring reports and recommendations containing conceptually intricate data and cost estimates affecting department activities for review by City official and other executives; maintaining awareness of professional, legal and technological developments.

### *Minimum Qualifications*

Education and Experience: Graduation from an accredited college and university with a Bachelor's Degree in

Business or Public Administration, Industrial or Labor Relations, Psychology or closely related field; plus eight (8) years of increasingly responsible professional experience with centralized, automated human resources administration for a public, institutional or industrial employer with a diverse workforce that includes three (3) years each: of entity-wide management of one or more major personnel functions (such as classification and compensation, recruitment and testing, employee relations and services, training and development or computerized personnel and payroll records management) or of an autonomous regional or divisional personnel unit as a generalist, and in a supervisory capacity, and for a large organization (1,000 or more employees); or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Comprehensive knowledge: modern human resource management principles and methods; public personnel administration policies, laws and regulations. Considerable knowledge of: municipal civil service procedures; modern office management practices; budgetary controls; supervisory techniques. Good knowledge of: computerized human resources information systems.

Ability to effectively and efficiently plan, organize, coordinate and control multiple divisions of a City wide human resources department, direct comprehensive human resource information system applications end user operations; develop, implement and administer policies, procedures and performance standards; apply principles of logical or scientific thinking to a wide range of intellectual and practical employment, compensation, employee relations and development or related problems dealing with various abstract and concrete considerations in order to make sound decisions and initiate action to carry out assignments or projects to completion as required; read, comprehend and analyze common scientific and technical journals, financial reports and legal documents and graphs; apply mathematical concepts such as probability and statistical inference, and calculate fractions, percentages, ratios and proportions to practical situations such as employment forecasting, compensation planning, test validation and budget preparation; explain and impartially enforce federal and labor laws, City Civil Service Rules, and collective bargaining agreements; persuasively express oneself clearly and concisely, both orally to respond to common inquiries or complaints and present personnel information as key participant in executive meetings, negotiating sessions or public hearings, and in writing to prepare comprehensive analytical reports, directives and speeches using accepted styles and formats; listen actively and interpret nonverbal communications; firmly and impartially exercise appointing officer authority in the supervision and evaluation of subordinate personnel; establish and maintain effective working relationships with employees, their representatives, City elected officials, department executives, regulatory agencies, the media and the general public.

Skill in the safe operation and care of: a personal computer or network workstation, and generic business productivity and specialized human resources and financial applications software comparable to that installed.

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Human Resources Director

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Department Head